SENIOR SYSTEMS ANALYST/PROJECT LEADER

GRADE: 25   **FLSA: EXEMPT**

CHARACTERISTICS OF CLASS:

The Senior Systems Analyst/Project Leader performs complex professional and difficult administrative work designing, implementing and maintaining automated systems, systems programming and database administration. For the purpose of this job, automated systems means ERP systems and other third party software as well as software developed in-house. The incumbent provides project management for ERP systems implementation, application development projects, and oversees technical support for existing applications. The incumbent also ensures that requirements analyses, specifications, programming, documentation, and testing are completed correctly, on time, and according to established standards. The incumbent is also responsible for systems programming and database administration on one or more of the City's on MS SQL Server environments. The work requires a proactive approach to ensure the applications meet the needs of a wide range of users in a rapidly expanding environment. Assignments, tasks and projects are performed under general managerial direction and the work has serious impact on the objectives of the department and the work of the City as a whole. The incumbent is required to be on call.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Works with the Chief Information Officer to plan and organize the implementation of automated systems schedules and budgets. Performs a number of related duties which can include but are not limited to the following:
- Coordinates and directs project management, implementation of new applications, training, documentation and maintenance activities.
- Establishes procedures, standards and reporting formats; trains staff and ensures that standards and procedures are being followed correctly.
- Have direct contacts with officials and outside organizations as necessary such as the Mayor and Council and other local officials and various vendors.
- Where projects involve third-party vendors, incumbent interfaces with vendors regarding project definition, schedules, billing and acceptance of work performed.
- Supports ERP systems including financial, HR and Payroll systems
- Leads software development projects and provides analysts with objectives and outlined procedural approaches; performs detailed review of the end product for adherence to user requirements, development standards and documentation standards.
- Directs and assists technical staff with requirements analyses, system and program specifications, writing and testing of software, and preparation of documentation. In the absence of the Chief Information Officer, may supervise IT department staff members.
- Develops web-based applications for the City's Web site and Intranet site.
- Assists end-users with problems encountered in the use of applications software.
- Coordinates application batch processing with the night operator.
- Participates in the preparation of IT Operation's budget.
- May monitor performance of various systems and sub-systems including but not Windows Server, MS SQL/Server, Websphere, Pervasive Data Integrator, and Internet Information Server.
- Investigates causes of performance problems and makes corrections as necessary.
- Reviews and checks system files, logs, reports and capabilities.
- Investigates system problems and coordinates their timely resolution with vendor and hardware/network support personnel.
- Assists staff and users with questions and problems regarding the operating system, system utilities, or other systems related software.
- Coordinates/assists disaster recovery procedures.
- Maintains and documents system configuration, accounts and user profiles.
- Drafts Requests for Proposals and other appropriate specifications for application and system software and utilities or related equipment.
- May manage computers and software associated with the City's WEB presence, including Windows Server, Microsoft's Internet Information Server, e-commerce applications and other utilities.
- Is responsible for database administration on MS SQL Server.
- May support enterprise applications including recreation registration systems or other major application.
- Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to a Bachelor's Degree from an accredited college or university in Computer Science or related field. Three to five years' experience with computer programming including one to two years' with systems analysis and design related to the work.

Preferred Knowledge, Skills and Abilities:

- Considerable knowledge of the hardware and software platforms currently used by the City including the operating system, database administration, utilities and software development tools. In addition, knowledge and experience supporting ERP systems used at the City, including financial, HR, Payroll, and other modules.
- Considerable knowledge of one or more of the following: systems programming Windows Server and/or Visual Basic, ASP/.NET, and Java application development
- Thorough knowledge of database administration with MS SQL/Server, and technical administration of Web resources including Internet Information Server.
- Knowledge of Windows Server security and SQL Server security
- Familiarity with Business Objects or other data warehouse and report writing environments
- Technical knowledge of computer capacities networking including TCP/IP .
- Knowledge of vendor support services.
- Solid skill in the area of systems analysis, including requirements analysis, general design and detailed design. Extensive experience with applications development, including coding, testing, debugging, implementation and maintenance.
- Strong interpersonal and communication skills, including interaction with end-users in an automated systems setting.
- Ability to oversee computer programming personnel.
- Ability to oversee and motivate technical staff.
- Ability to select tools, which best satisfy the needs of the City.
- Ability to resolve differing user priorities, needs and schedules.
- Ability to understand hardware and software concepts, computer security, data management, systems analysis and design, and programming techniques.